

## **Clinic & Payment Policy**

Please read the following information carefully. If you have any questions, please ask for clarification.

**Deductibles, Co-payments and Co-insurances:** All deductibles, co-payments and co-insurances are required at the time of service. This arrangement is part of your contract with your insurance company.

**Claim Filing:** We happily file your claim with your insurance company as a courtesy. Please keep in mind that payment remains your responsibility. We do not enter disputes over insurance benefits. We bill insurance in accordance with all federal, state and other contractual requirements in cases where we have an agreement or we are a participating provider. We expect payment in full from you if your insurance company delays processing of your claim for over 60 days. You agree to pay any portion of the charges not covered by insurance. If your insurance company sends payments directly to you, please send or drop-off the payment to our office, and we will apply it to your account.

**Preauthorization:** Failure to obtain preauthorization may result in your insurance company refusing to pay your claim. Any refusal of payment by insurance for this reason is your responsibility.

**Non-covered Services:** Please be aware that some, and perhaps all, of the services you receive may be non-covered or not considered reasonable and medical necessary by your insurance. You must pay for these services, in full, at the time they are rendered.

**No Insurance:** If you have no insurance, please check with our office for pricing. All payments are required at the time of service.

**Financial Hardship:** We do offer a limited reduced fee for those who are low-income, or are on Disability or Medicaid. Please ask about these reduced fees.

**Returned Checks:** Checks that are returned for non-sufficient funds will incur a fee of \$35.00.

**Appointments:** Office visits are by appointments. Please call 206-292-9646 to schedule an appointment and the receptionist will ask about the reason for your visit and your insurance information. This helps schedule the physician's time more efficiently.

Please arrive **ON TIME** for your appointment or 15 minutes earlier for new patient. Patients who are late for any appointment may be asked to reschedule at the physician's discretion. For Massage Patients, can either reschedule or cut short for treatment but pay for the full treatment fee.

**Cancellations/Missed (Non-cancelled) & Late Appointments Policy:** We understand that occasional missed appointments can occur for a wide variety of reasons. If you are unable to keep an appointment, we ask that you cancel at least 24 hours in advance. If this is not possible, call as soon as you can so that another patient can take your appointment. We reserve our right to charge \$40.00 for those who cancel appointments within 24 hours of notice or those who do not show up in appointments without cancellation notice. We keep track of missed (non-cancelled) appointments.

If you are an established patient and you arrive 15 minutes late or more to your appointment you will likely be asked to reschedule unless the practitioner's schedule can still accommodate you. Priority will be given to those patients who arrive on time and you may have to be worked in between them. This may mean you will have a considerable wait. If this is not convenient for you, you may choose to reschedule. One or two late patients can cause the entire daily schedule to fall behind. This is an inconvenience to everyone. We strive to see every patient as close to their appointment time as possible.